


# Arizona Government University (AzGU) Assessment

**RESPONSES      %**

## DEMOGRAPHIC INFORMATION

A.  (4271) **Please select your agency from the drop down list**

B. **Please indicate your role (Check ONLY one)**

a. Non-supervisory employee	2934	63.70%
b. Supervisor	789	17.13%
c. Manager	471	10.23%
d. Executive	79	1.72%
e. Other, please specify in the box below	333	7.23%

 (1313) **Please specify**

**Please fill in the circles that apply for each of the following items. At the end of the survey, you will have the opportunity to provide additional comments and to enter a drawing for free ASU Certified Public Manager Program tuition.**

## COMMUNICATION SOURCES

1. **I learn about AzGU opportunities from (Check ALL that apply):**

a. My agency's top management	108	2.35%
b. My agency's mid-management	99	2.15%
c. My immediate supervisor	427	9.27%
d. My agency's training department	644	13.98%
e. My coworkers	158	3.43%
f. My Director's newsletter	28	0.61%
g. Agency emails	1289	27.99%
h. Agency newsletter	107	2.32%
i. The Copper Dome	49	1.06%
j. My agency web site	202	4.39%
k. AzGU web site	715	15.53%
l. I am not aware of AzGU opportunities	576	12.51%
m. Other, please specify in box below	203	4.41%

 (707) **Please specify**

## SUPPORT

2. **I receive support to participate in AzGU professional development opportunities from (Check ALL that apply):**

a. My agency's top management	364	8.02%
b. My agency's mid-management	188	4.14%
c. My immediate supervisor	1488	32.78%
d. My agency's training department	702	15.46%
e. My coworkers	222	4.89%
f. I do not receive support to participate in AzGU professional development opportunities.	1305	28.74%
g. Other, please specify in the box below	271	5.97%

⊕ (692) **Please specify**

## USER-FRIENDLINESS OF AZGU WEB SITE (STARS)

3. **AzGU website (www.azgu.gov) is (Check ONLY one):**

a. Very user-friendly	577	12.59%
b. User-friendly	1717	37.47%
c. Somewhat user-friendly	1076	23.48%
d. Not user-friendly at all	178	3.88%
e. Never used it	1034	22.57%

⊕ (434) **Please explain**

4. **Registering for courses online is (Check ONLY one):**

a. Very easy	767	17.05%
b. Easy	1754	38.99%
c. Difficult	298	6.62%
d. I do not register for courses online	1407	31.27%
e. Supervisor or coordinator does it for me	273	6.07%

⊕ (428) **Please explain**

5. **Viewing and printing my transcript is (Check ONLY one):**

a. Very easy	934	20.68%
b. Easy	1600	35.43%
c. Difficult	169	3.74%
d. I do not view and/or print my transcript online	960	21.26%
e. I am not aware of this feature	853	18.89%

⊕ (267) **Please explain**

# QUALITY OF COURSES

Respond **ONLY** for AzGU courses taken from July 1, 2005 through June 30, 2006

6. **I have taken an AzGU course (Check ALL that apply):**

a. Online	520	12.01%
b. In the classroom	2026	46.78%
c. Self-paced study	137	3.16%
d. In a computer lab	106	2.45%
e. I have not taken an AzGU course	1542	35.60%

7. **My participation in AzGU training was (Check ONLY one):**

a. Mandatory	1578	44.78%
b. Voluntary	859	24.38%
c. Both	1087	30.85%

8. **Overall, the quality of AzGU courses is (Check ONLY one):**

a. Excellent	744	21.81%
b. Good	2113	61.93%
c. Fair	473	13.86%
d. Poor	82	2.40%

⊕ (576) **Please explain**

9. **AzGU provides training with (Check ONLY one):**

a. High relevance to skills I can use in my job	686	19.20%
b. Good relevance to skills I can use in my job	2321	64.96%
c. Low relevance to skills I can use in my job	401	11.22%
d. No relevance to skills I can use in my job	165	4.62%

⊕ (351) **Please explain**

10. **I find the range of courses offered through AzGU is (Check ONLY one):**

a. Very interesting	1211	33.48%
b. Somewhat interesting	2070	57.23%
c. Not very interesting	336	9.29%

⊕ (342) **Please explain**

## CUSTOMER SERVICE

11. **Customer service from the AzGU staff is (Check ONLY one):**

a. Excellent	1071	30.54%
b. Good	1864	53.15%
c. Fair	464	13.23%
d. Poor	108	3.08%

☐ (546) **Please explain**

☐ (695) **You may add additional survey comments here. Your opinion is really important to us.**